

JUDICIAL COUNCIL OF CALIFORNIA

Administrative Office of the Courts 455 Golden Gate Avenue San Francisco, California 94102
415-865-4272 Telecommunications Device for the Deaf Web site: www.courtinfo.ca.gov/careers

EMPLOYMENT OPPORTUNITY

JOB TITLE: PRODUCTION AND MAIL SERVICES SUPERVISOR
LOCATION: SAN FRANCISCO, CA
JOB REQUISITION: 2837

OVERVIEW

The Administrative Office of the Courts, located in San Francisco, is accepting applications for a Production and Mail Services Supervisor position with the Administrative Services Unit (ASU).

The ASU provides professional, clerical, production, mail, reception, transportation, and conference services to the agency. Under direction from the Unit Manager, the Production and Mail Services Supervisor provides day-to-day coordination and supervision of assigned staff and performs specialized work related to providing copy, production, mail, and temporary clerical support for the Judicial Council and Administrative Office of the Courts (AOC).

RESPONSIBILITIES

- Plans, organizes, assigns, supervises, reviews, and evaluates the work of assigned staff.
- Recommends selection of staff; trains staff and provides for their professional development; administers discipline as required.
- Develops and coordinates shift schedules, ensuring availability of staff and quality work production; maintains leave and attendance records for assigned staff.
- Provides for processing and timely distribution of all agency incoming and outgoing mail.
- Provides for printing, final production, and statewide distribution of major reports and other written materials.
- Consults with clients on issues related to their needs and work requests.
- Oversees the maintenance of the Judicial Information System, the primary source of the AOC for mailing addresses, phone numbers, and biographies of all California judges.
- Coordinates maintenance of a number of the central files of the agency, including local rules, state rules, state forms, and communications archives.
- Oversees the production and update of the Judicial Roster (a comprehensive listing of California judges, commissioners, and referees) in both hard copy and electronic versions.
- Interfaces with vendors to ensure quality of service provided to the agency and resolve concerns related to equipment and mail delivery.
- Develops and updates written guidance that provides information and suggestions for staff using the copy, production, and mail services.
- Prepares periodic and special reports.
- Responds to requests and complaints from staff and clients.
- May be required to use a vehicle to transport equipment, supplies, and people to meetings and conferences off-site.

Must be available to work overtime and on weekends and holidays.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including selection, work planning, performance review and evaluation, and employee training and discipline.
- Copy, production, mail processing, and general clerical practices and procedures.
- Problem-solving and conflict resolution methods and techniques.
- The operation of standard and specialized office equipment.
- Correct business English, including spelling, grammar, and punctuation.
- Record-keeping principles and practices.
- Safety principles, practices, and equipment related to the work.
- The operation of personal computers and the use of specified computer applications, such as word processing and spread sheets.

Licenses and Certificates:

This position may require possession of a valid California driver license.

Education and Experience:

Equivalent to graduation from high school and three years of experience in mail processing, production copying, and coordinating clerical and office support that included at least one year as a supervisor.

OR

Two years as a Senior Office Technician with the judicial branch.

Desirable Skills:

- At least 2 years of experience supervising a copy/mail center with a volume of over a million copies per month.
- Knowledge of management of internal administrative records.
- Proficiency with Microsoft Office applications, MS Access and Oracle.
- An associate or bachelor degree in a business related field is preferred.
- Outstanding customer service skills.

HOW TO APPLY

This position requires the submission of our official application.

To ensure consideration of your application for the earliest round of interviews, please apply immediately; however, the position will remain open until filled. This position requires the submission of our official application and response to the attached supplemental questionnaire. Resumes without these documents will not be considered. To complete an online application, please visit our Web site at www.courtinfo.ca.gov/careers/ . Click on "View postings and apply for jobs." Then, search for job requisition 2837.

OR

To obtain a printed application, please visit:

Administrative Office of the Courts
455 Golden Gate Avenue, 7th Floor
San Francisco, California 94102-3688
415-865-4272 Telecommunications Device for the Deaf

PAY & BENEFITS

SALARY RANGE: \$4,905 - \$5,963 per month
(Starting salary will vary between \$4,905 and \$5,315 per month)

Some highlights of our benefits package include:

- Health/Dental/Vision benefits program
- 13 paid holidays per calendar year

- Choice of Annual Leave or Sick/Vacation Leave
- 1 personal holiday per year
- \$110 transit pass subsidy per month
- CalPERS Retirement Plan
- 401(K) and 457 deferred compensation plans
- Employee Assistance Program
- Basic Life and AD&D Insurance
- FlexElect Program
- Long Term Care Program (employee paid/optional)
- Group Legal Plan (employee paid/optional)

The Administrative Office of the Courts Is an Equal Opportunity Employer.

Supplemental Questionnaire
for
PRODUCTION AND MAIL SERVICES SUPERVISOR
Job Req #2837

Your answers to this supplemental questionnaire must be submitted with your application in order for your application to be considered for review. The questionnaire is intended to provide more detailed information about your work experience and will allow us to better assess your qualifications. In each of your responses, please indicate for which employer you performed these functions. As a part of the online application, you will have the opportunity to submit your answers to these questions.

1. Describe your supervisory/managerial experience, including scope of responsibility, numbers and types of staff supervised, and program areas.

2. Please describe the scope and extent of your software experience and level of proficiency (e.g. "Beginner", "Intermediate", "Advanced", or "None") with the following software: MS Word, MS Excel, MS PowerPoint, MS Outlook, MS Access, and Oracle.

3. Please give a description of your ideal supervisor.

4. Please describe the average monthly business volume of copy and mail production, overnight services and customer charge backs you handled at your previous positions.